

# TOWN OF MAMMOTH PUBLIC LIBRARY

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## POLICIES AND PROCEDURES

ADOPTED ON DECEMBER 01, 2014

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# The Freedom to Read Statement

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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 These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the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 Statement (continued)

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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.*

# The Freedom to Read Statement (continued)

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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.

# The Freedom to Read Statement (continued)

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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.

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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](#)

# Library Bill of Rights

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

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](#).

# Challenges to Library Materials

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“Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.” —Article 3, [Library Bill of Rights](#)

A challenge is an attempt to remove or restrict materials, based upon the objections of a person or group. Challenges do not simply involve a person expressing a point of view; rather, they are an attempt to remove material from the curriculum or library, thereby restricting the access of others.

For assistance with challenges to library materials, services, or programs, please contact the [Office for Intellectual Freedom](#), 800-545-2433, ext. 4223.

## Definitions to Clarify Terminology Associated with Challenges

In 1986, in response to inquiries from librarians facing book or material challenges for the first time, the [Intellectual Freedom Committee](#) developed the following list of definitions to clarify terminology associated with challenges:

- **Expression of Concern.** An inquiry that has judgmental overtones.
- **Oral Complaint.** An oral challenge to the presence and/or appropriateness of the material in question.
- **Written Complaint.** A formal, written complaint filed with the institution (library, school, etc.), challenging the presence and/or appropriateness of specific material.
- **Public Attack.** A publicly disseminated statement challenging the value of the material, presented to the media and/or others outside the institutional organization in order to gain public support for further action.
- **Censorship.** A change in the access status of material, based on the content of the work and made by a governing authority or its representatives. Such changes include exclusion, restriction, removal, or age/grade level changes.

For more information and resources on challenges to library materials, please see [challenge support](#), [essential preparation](#), and [reporting a challenge](#).

IF YOU WISH FOR THE LIBRARY TO RECONSIDER THE CLASSIFICATION OF ANY MATERIALS WITH IN OUR LIBRARY, PLEASE FILL OUT AND FILE THE ATTACHED FORM.

ALL COMMENTS WILL BE CONSIDERED AND WILL RECEIVE A RESPONSE

# Challenges to Library Materials (continued)

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**This form is for use when a patron feels a specific material within the library should be reconsidered for re-cataloging or withdrawal.**

## Reconsideration of Materials Form

Updated 12-19-11

The Pinal County Public Library welcomes the opinions of its customers concerning items in its collection. The policy on selecting library materials has been attached for your review. To help us understand your concerns please answer each question as completely as possible. A written response will be sent to you.

Your name \_\_\_\_\_ Date \_\_\_\_\_

Address: \_\_\_\_\_ Zip \_\_\_\_\_

Library Card # \_\_\_\_\_

Material on which you are commenting

Book  DVD  Compact Disc  Other \_\_\_\_\_

Author \_\_\_\_\_

Title \_\_\_\_\_

1. Why would you like this material to be reconsidered? (Please be specific, include page numbers or specific passages).

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2. What action do you recommend the library take on this material?

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3. What items would you recommend in place of or in addition to the title in question?

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You may return this form to any library



# **Town of Mammoth Public Library**

## **Arizona State Library Resource Access and Attainment Policy**

**Page 1 of 1**

July 1, 2013

The Arizona State Library, Archives and Public Records is committed to working with public, academic, school and special libraries to help all Arizonans find information they need and want, and to attain material needed for that information.

The State Library does this through:

- 1) Funding for FirstSearch WorldCat, and Unlimited ILL for Arizona public libraries, to facilitate the sharing of resources among libraries.
- 2) Support, with county library districts, of statewide databases on a broad range of topics available to all Arizonans and to all public and K-12 public and charter school libraries at no cost. Materials include both full-text and bibliographic sources.
- 4) Support of pilot projects allowing libraries to test new technologies to meet patrons' needs, such as e-readers, and alternative means, such as purchase-on-demand.
- 5) Training for library staff members on reference services, including helping patrons find materials through virtual services.

### **Arizona Resource Access and Attainment Policy (AzRAP) for Public Libraries Agreement:**

Receive:

- Access to FirstSearch WorldCat;
- Worldcat Resource Sharing Subscription (public libraries).

Agree To:

- Work with patrons, at no charge, to locate materials.
- Provide specific information on attaining material. Patrons may be offered several options to attain material including: patron purchase of low-cost materials; library purchase of materials; database and web sources; and inter-library loan (ILL).
- When materials can only be attained through ILL, offer to secure the loan for the patron. With prior notice to patrons, postage costs for materials sent to any and from any library will be capped at \$6 per item, and fees charged by non-Arizona public, regent or community college libraries, may be passed on to the patron; no other fees or charges may be passed on to the patron. Libraries may limit ILL requests to six per patron at any one time and may limit requests to print materials published more than one year ago; not currently on a nationally recognized best-seller list; or not needed by the library's own patrons. The sharing of circulating non-print materials is encouraged, but not required.
- Write and publish a detailed Resource Access and Attainment Policy, and provide an electronic copy to the Arizona State Library each time the policy is updated.

# Town of Mammoth Public Library

## Fines and Fees

**Subject:** Fines and Fees

**Date:** December 01, 2014

**Pages:** 1 of 2

**Purpose:** The purpose of the schedule is to outline fees and fines that may be charged to Library customers.

**Policy:** The Mammoth Public Library charges the fines and fees listed below to encourage the prompt return of materials and to guarantee that lost or damaged items are replaced. The Library also charges for some special services. Library Administration will review the fees periodically and recommend changes as deemed appropriate.

**Fines for overdue materials:** Mammoth does not fine for overdue materials at this time. This does not prevent the charge of fines due other libraries when materials are returned here for

### **Fines and Fees for Interlibrary Loan materials:**

Overdue materials: At this time Mammoth Library waives all overdue fees on interlibrary loan materials. This does not prevent the charge of fines due other libraries when materials are returned here for transit to home library.

Replacement, if lost: Actual cost, plus any fees charged by the loaning library.

### **Checks Returned for Insufficient Funds:**

The amount of the returned check plus a \$25.00 Treasurer's fee will be assessed. Additionally, if the amount (including the \$25.00 fee) is not paid in full within 12 days from the date notice is mailed, the check will be reported to the Pinal County Attorney's Bad Check Program and additional program costs and penalties of up to \$125.001 will be assessed.

**Collection Agency Fees:** The amount owed for overdue fines, applicable replacement costs, and a \$10.00 collection fee.

## Fines and Fees (continued)

**Pages:** 2 of 2

### **Lost or damaged materials:**

Unless the fine or fee is waived because of extenuating circumstances set forth above, the customer may either replace the item or pay the replacement fee established by the Library. If the customer chooses to replace the item, the replacement must be in the same format, it must be in good condition and it must be acceptable to the Library.

### **Library services:**

Computer Printing:	\$0.10 per page
Black and White copying:	\$0.25 per page
<b>Fax outgoing</b>	<b>\$1.50 first page, \$1.00 each additional</b>
<b>Fax Receiving</b>	<b>\$1.50 first page, \$1.00 each additional</b>

**Mammoth Public Library provides fee printing, copying, and faxing, for all documents having to do with School, Employment, or any State or County Benefits Program.**

# **Town of Mammoth Public Library**

## **Policy and Procedure – Patron Responsibilities**

**Subject:** **PATRON RESPONSIBILITIES POLICY**

**Date:** **December 01, 2014**

**Pages:** **1 of 2**

**PURPOSE:** To establish acceptable behavior standards for all library patrons.

**SCOPE:** The Mammoth Public Library encourages the use of its facilities for reading, study, research, and the legitimate use of the Library's resources and services. The Library pledges to provide an atmosphere conducive to delivering library services to its patrons. To further this goal, Library patrons are asked to conduct themselves in an orderly and considerate manner.

### **STATEMENT OF POLICY:**

- 1) Any behavior that disrupts the orderly use of the Library is prohibited. This includes, without limitation, behavior that constitutes a nuisance, or presents a safety and/or security hazard or affects the ability of the Library Staff to provide service to its patrons.
- 2) Patrons are asked to dress appropriately, shoes and shirts are required. Personal phones and other electronic devices may be used only in such a manner that does not disturb other patrons or Library Staff.
- 3) Bundles, packages, backpacks, briefcases, purses and other containers may be subject to search upon entering or leaving the Library building in order to protect and preserve the safety and security of property and people using the Library. Patrons are asked not to bring large bundles into the Library.
- 4) Carts, dollies, bicycles, and skateboards are prohibited in the Library, without prior approval of the Library Staff.
- 5) Animals are not permitted in the Library with the exception of guide dogs, assistance dogs, and animals brought in for special programs with the approval of Library Staff.
- 6) Smoking or the use of any tobacco products including E-cigarettes are prohibited in the Library.
- 7) Other prohibited behaviors include without limitation, soliciting, sleeping, intoxication, gambling, littering, excessive noise and abusive, profane or offensive language and/or behavior which unreasonably interferes with other patrons' use of the Library. Eating and drinking are prohibited in Computer Areas.
- 8) Patrons who violate these guidelines will be given notice of this policy. A violation may result in a patron's expulsion from the Library, suspension of Library privileges, or criminal prosecution or other legal action, as deemed appropriate.

## PATRON RESPONSIBILITIES – CHILD SUPERVISION (continued)

Page 2 of 2

### **Purpose:**

To set forth the responsibilities of parents, guardians and caregivers whose children use the Mammoth Public Library.

### **Policy:**

The Pima County Public Library welcomes children to the public libraries and hopes that the children will come to know libraries as warm, inviting, and enriching places. Libraries are open to the all members of the public. Parents, guardians and caregivers must realize that there can be risks associated with leaving children unattended. The Library does not and cannot act as a baby-sitter or day care center for children and will not monitor children who are left unattended.

To enhance the library experience for and minimize the risk to children, the following requirements apply:

1. The responsibility for the safety and well-being of every child using the library rests with the child's parent, guardian or assigned chaperone, not with library personnel.
2. Children under the age of six must be attended by a responsible adult or teen at all times.
3. Children age six and seven should be under the general supervision of an adult, but may be left unattended for a brief period of time.
4. Children age eight and over, who can understand and follow the Customer Code of Conduct, are welcome to be in the library unattended.
5. Children are not to remain at the library after closing. If anyone under 18, is left alone at a library at closing, or if a library closes because of an emergency situation, library staff will attempt to contact a parent, guardian or caregiver. If a parent, guardian or caregiver cannot be contacted, or the child is not picked up within 10 minutes after closing, library staff will call law enforcement who will assume responsibility for the child.
6. Parents or caregivers must assure that their children know what procedures should be followed if an emergency situation forces the closure of a library.

# Town of Mammoth Public Library

## Policy and Procedure – Minors Usage of Adult/Violent Content Materials

**Subject:** POLICY REGARDING MINORS USAGE OF ADULT OR VIOLENT CONTENT MATERIALS

**Date:** December 01, 2014

**Pages:** 1 of 2

**PURPOSE:** To establish a means of Restricting Minor Usage of Adult or Violent Content Materials

**SCOPE:** The State of Arizona does not allow for the restricted bias of the Library Staff. This would allow for parents of minor children who have their children's library cards linked to their accounts the option of restricting adult or violent content materials from being used or checked out by their minor children.

### STATEMENT OF POLICY:

- 1) Any parent may request from the Library Staff to have a restriction placed on their child's usable materials with regards to adult or violent content.
- 2) ADULT FICTION RESTRICTIONS would include ALL ADULT FICTION BOOKS AND ADULT AUDIO BOOKS.
- 3) DVD RESTRICTIONS would include ALL MOVIES WITH AN R-RATING
- 4) VIDEO GAMES RESTRICTIONS would include ALL GAMES WITH AN M FOR MATURE RATING.

**NOTE:** **COMPUTER USAGE AND TABLET USAGE ARE NOT ABLE TO BE MONITORED BY THE LIBRARY STAFF. THIS MUST BE DISCUSSED WITH THE CHILDREN BY THE PARENTS.**

Town of Mammoth  
Mammoth Public Library

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Permission to Restrict Adult or Violent Content

Childs Name \_\_\_\_\_

Childs Card Number \_\_\_\_\_

Parent Information

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

I \_\_\_\_\_ am requesting that the following restrictions be placed on my minor child's ability to use Mammoth Public Library Materials.

\_\_\_\_\_ Adult Fiction Restriction – Restricts all Adult Fiction and Adult Audio Materials.

\_\_\_\_\_ DVD Restriction – Restricts all Movies with the R-Rating.

\_\_\_\_\_ Video Games Restriction – Restricts all games with the M for Mature Rating.

\_\_\_\_\_  
Parent Signature

\_\_\_\_\_  
Date Signed

\_\_\_\_\_  
Library Staff Member

\_\_\_\_\_  
Date Signed

# Town of Mammoth Public Library

## Social Media Policy

**Subject:** SOCIAL MEDIA POLICY

**Date:** December 01, 2014

**Pages:** 1 of 4

**Purpose:** The role of technology in the 21<sup>st</sup> century workplace is constantly expanding and now includes social media communication tools that facilitate interactive information sharing, interoperability, and collaboration. Commonly used social media websites, such as Facebook©, Twitter©, MySpace™, YouTube©, Flickr®, Blogger, and LinkedIn®, have large, loyal user bases and are, thus, increasingly useful outreach and communication tools for local governments. The purpose of this policy is to establish guidelines for personnel concerning conduct for library and personal use of social networking sites.

### DEFINITIONS

- A. **Blog** - A blog (short for web-log) is a personal outline journal, irrespective of length, that is frequently updated and intended for general public consumption. Blogs are defined by their format; a series of entries posted to a single page in reverse-chronological order. Blogs generally represent the personality of the author or reflect the purpose of the website that hosts the blogs. Topics sometimes include brief philosophical musings, commentary on Internet and other social issues, and links to other sites the author favors, especially those that support or reject a point being made on a post.
- B. **Chat Room** - A way of communicating by sending text messages to people in the same chat room in real-time. The term can mean any technology ranging from real-time online chat over instant
- C. **Forum** - An online discussion group where users can post comments and thoughts, either anonymously or as themselves, usually not in real-time.
- D. **Personal Website** - Website created or configured by an individual for business, social, or entertainment purposes.
- E. **Social Networking Site** - A website or service that enables users to create public profiles within that website and form relationships with other users of the same website who access their profile. Social networking sites can be used to describe community-based websites, online discussions forums, chat rooms and other social spaces online or by cell phone.
- F. **URL** - Abbreviation of Uniform Resource Locator, the global address of documents and other resources on the World Wide Web. For example, <http://www.google.com> is the URL for Google.com. It is the address where the website Google can be found.
- G. **Website** - Any computerized document, file, or menu accessible on the Internet and/or World Wide Web.



## **SOCIAL MEDIA POLICY (continued)**

**Page 2 of 4**

### **ACCEPTABLE USE**

All Library operated social networking sites shall be operated in conformance with, and be consistent with applicable policies including all information security policies. This includes patron confidentiality.

1. Separate Personal and Professional Accounts
  - a. Personnel should not blur or combine their personal and professional lives when operating a Library social networking site.
2. Personal Use
  - a. Personnel are allowed to have personal social networking sites. These sites must remain personal in nature and be used to share personal opinions or non-work related information, including distinction between sharing personal and official library views. In addition, Personnel should never use their library email account in conjunction with a personal social networking site.
  - b. Use a disclaimer to ensure that your stated views and opinions are understood to be your own and not those of the library. A disclaimer is required when you:
    - i. Refer to the library policies; or
    - ii. Comment on any library related issues.

### **PROFESSIONAL USE**

All library related communication through social media outlets should remain professional in nature and should always be conducted in accordance with the organization's communications policies, practices, and expectations. Personnel must not use social networking sites for political purposes, to conduct private commercial transactions, or to engage in private business activities. Personnel should be mindful that inappropriate usage of social media can be grounds for disciplinary action. If an account is used for business, the entire account, regardless of any personal views, is subject to these best practices guidelines, including the collection and preservation provisions.

1. Respect:  
You are required to:
  - i. Be respectful of all individuals and communities with which you interact online;
  - ii. Be polite and respectful of other opinions, even in times of heated discussion and debate;
  - iii. Adhere to the Terms of Use, and seek to conform to the cultural and behavioral norms, of the social media platform being used; and
  - iv. Respect copyright, privacy, financial disclosure and other applicable laws when publishing on social media platforms. Check with the Director you are not certain about what you can reproduce or disclose on social media platforms.

## **SOCIAL MEDIA POLICY (continued)**

**Page 3 of 4**

2. **Be Clear As To Identity:**

When creating social media accounts that require individual identification, Personnel should use their actual name, not pseudonyms. Any employee using his or her name as part of a library application of social media should be mindful of the following:

- i. Do not assume privacy. Only post information that you are authorized to disclose.
- ii. Use different passwords for different accounts (both social media and existing work accounts). Using the same password for all accounts increases the vulnerability of the accounts being compromised.

### **APPROVAL PROCESS**

Library social media sites should make clear that they are representative of the library. Whenever possible, social media sites should link back to the official library website for information necessary to conduct business with the library such as forms, documents, and online services. A copy of the URL and passwords will be given to the Director and Computer Services department.

### **BRANDING**

Library social media sites shall be branded, as practical, in order to communicate a clear association with the library. Clear association includes, but is not limited to, the display of the logo, library contact information, and a hyperlink to the library's official website, <http://www.pinalcountyaz.gov/library>

### **TERMS OF SERVICE**

Personnel should be aware of the Terms of Service (TOS) of the particular form of media. Each form of social media has its own unique TOS that regulates how users interact using that particular form of media. Any person using a form of social media on behalf of the library should consult the most current TOS in order to avoid violations. If the TOS contradict the library's social media policy, then a decision should be made about whether use of such media is appropriate.

### **CONTENT OF POSTS AND COMMENTS**

Personnel using social media to communicate on behalf of the library should be mindful that any statements made are on behalf of the library, therefore, Personnel should use discretion before posting or commenting. Once these comments or posts are made, they can be seen by anyone and may not be able to be "taken back." Consequently, communication should include no form of profanity, obscenity, or copyright violations. Likewise, confidential or non-public information should not be shared. Personnel should always consider whether it is appropriate to post an opinion, commit oneself or the library to a course of action, or discuss areas outside of one's expertise. If there is any question or hesitation

## **SOCIAL MEDIA POLICY (continued)**

**Page 4 of 4**

regarding the content of a potential comment or post, it is better not to post. There should be great care given to screening any social media communication made on behalf of the library as improper posting and use of social media tools can result in disciplinary action.

### **POSTS AND COMMENTS ARE PUBLIC RECORDS**

Like email, communication via library social networking websites is a public record. This means that both the posts of the site administrator and any feedback by other employees or non-employees, including citizens, will become part of the public record.

### **SECURITY**

Be mindful of how to best prevent fraud or unauthorized access to the social media site. In almost every case where an attacker accesses a system without authorization, they do so with the intent to cause harm. In order to minimize the possibility of a security breach, Personnel must ensure that they are aware of which information to share, with who they can share it, and what not to share.

### **BREACH OF POLICY**

If a violation of this policy occurs or is suspected, the appointing authority or designee should:

- a. Document the circumstances.
- b. Confirm with the Human Resources Director that monitoring Internet access and usage is appropriate.
- c. Monitor the employee's Internet access and usage in a manner consistent with the circumstances of the policy violation.
- d. Initiate disciplinary action, as appropriate under the circumstances.

# Town of Mammoth Public Library

## Website Privacy Policy

**Subject:** WEBSITE PRIVACY POLICY

**Date:** December 01, 2014

**Pages:** 1 of 2

**PURPOSE:** To establish a website privacy policy for the Mammoth Public Library

**SCOPE:** Protecting the personal information and privacy of our citizens is important to the Mammoth Public Library (Library District). Mammoth Public Library collects, uses, and shares information obtained from our online visitors and library users in the following ways:

- Mammoth Public Library will only collect personal information that is voluntarily provided.
- Mammoth Public Library will only use personal information for its intended purpose.
- Mammoth Public Library will only disclose personal information to a government agency if required by law.
- Mammoth Public Library will only disclose personal information to contractors or associates to carry out citizen requests; these third parties follow our privacy policy or prominently display their own.
- Mammoth Public Library will not disclose personal information to other outside parties without first obtaining permission.

### STATEMENT OF POLICY:

1. Mammoth Public Library may collect and store the following non-personally identifiable information:
  - The name of the domain from which the user accesses the Internet,
  - The Internet Protocol (IP) address of the user's Internet provider's gateway, or in some cases, the computer the user is utilizing,
  - The date and time Mammoth Public Library site is accessed,
  - The URL of the pages visited and files downloaded,
  - The Internet address of the website linked directly to Mammoth Public Library site,
  - Characteristics of the user's system, and
  - Search terms used to come to the Mammoth Public Library website and while on the site (in aggregate only).
2. This information allows Mammoth Public Library to improve website design, presentation and system performance. This information is collected from users who read, browse and/or download information from Mammoth Public Library website.
3. Mammoth Public Library may use "Cookies" as a collecting tool on its website. "Cookies" are small files that a website transfers to the user's computer to allow the site to remember specific information. If the user does not want cookies to be transferred to his or her computer, the user

## Website Privacy Policy (continued)

### Page 2 of 2

may opt out of their use by modifying his or her browser options. While the user will still be able to access most features of Mammoth Public Library website, certain features may not work as well or may be unavailable.

4. In order to use certain features of Mammoth Public Library website, the user may need to submit personal information so that representatives of the Library District can respond appropriately. By providing the information, the user is giving consent to Mammoth Public Library to use the information for the stated purpose; if the user chooses not to provide the information, the feature will not be available.
5. Mammoth Public Library may associate or contract with third parties in order to better serve users. Those sites will either follow Mammoth Public Library privacy policy or display their own. Except for the foregoing exceptions and for authorized government law enforcement activities, Mammoth Public Library does not provide personal information to outside organizations without first obtaining the user's permission.
6. Mammoth Public Library website has links to many other governmental, commercial, educational, and individual sites. Once the user follows a link from the Mammoth Public Library website to another site, the user is subject to that new site's privacy policy rather than to Mammoth Public Library website.
7. Information collected automatically on Mammoth Public Library website, as well as e-mail sent to Mammoth Public Library and its employees and officers, is generally subject to state open record laws except as provided by Arizona state law or federal law.
8. Mammoth Public Library requests that any user that links to Mammoth Public Library website be presented in a manner that does not give the impression that Mammoth Public Library making an express or implied endorsement of any good or service provided on the user's website and that the link is presented in a manner that clearly indicates that the user is leaving one site and accessing another.