



**CITY OF SURPRISE
Library Advisory Commission**

**16755 W Vereda Solana Dr
Surprise, AZ 85387**

**Thursday, October 12, 2023 @ 6:00 PM
Asante Library**

- A. Call To Order
- B. Roll Call
- C. Pledge of Allegiance
- D. Staff Reports
- E. Library Commission Agenda:

CALL TO THE PUBLIC:

INSTRUCTIONS: In order to address the Board\Commission, you will need to fill out a Call to the Public Form available at the front counter, and then turn it in to the Secretary before the meeting begins.

Note: A.R.S. 38-431.01(H) - During this time members of the public may address the Board\Commission only on issues within the jurisdiction of the Board\Commission which are not an item on the agenda. At the conclusion of the open call, the Board\Commission may respond to criticism, may ask staff to review the matter or may ask that the matter be put on a future agenda. No discussion or action shall take place on any item raised.

CONSENT AGENDA:

REGULAR AGENDA ITEM - NON-PUBLIC HEARING:

- | | | | |
|----|----------|--|---------------------------------------|
| 1. | Citywide | Consideration and action pertaining to the September 14, 2023 Library Advisory Commission meeting minutes. | Arts, Culture &
Library Department |
| 2. | Citywide | Presentation and discussion pertaining to current Library Policies. | Arts, Culture &
Library Department |

- F. Other Business and Future Agenda Items
- G. Current Events and Reports
- H. Executive Session

For information purposes: Upon a public majority vote of a quorum ("Commission"), the Commission may hold an executive session, which will not be open to the public, but for only the following purposes: discussion or consideration of records exempt by law from public inspection (A.R.S. §38-431.03(A)(2));

or discussion or consultation for legal advice with the attorney or attorneys of the public body (A.R.S. §38-431.03(A)(3)).

Confidentiality Requirements: Pursuant to A.R.S. §38-431.03(C)(D), any person receiving executive session information pursuant to A.R.S. §38-431.02 shall not disclose that information except to the Attorney General or County Attorney or by agreement of the Commission, or as otherwise ordered by a court of competent jurisdiction.

The Commission may vote to hold an executive session for the purpose of obtaining legal advice from the Commission's attorney on any matter listed on the agenda pursuant to A.R.S. § 38-431.03(A)(3).

- I. Adjournment

POSTED: Wednesday, October 11, 2023 @ 8:30 AM

SPECIAL NOTE: PERSONS WITH SPECIAL ACCESSIBILITY NEEDS, INCLUDING LARGE PRINT MATERIALS OR INTERPRETER, SHOULD CONTACT THE CITY CLERK'S OFFICE @ 623.222.1200 OR TTY 623.222.1002, BY NO LATER THAN 24 HOURS IN ADVANCE OF THE REGULAR SCHEDULED MEETING TIME.



CITY OF SURPRISE
Library Advisory Commission

Council Meeting Date: October 12, 2023 Contact Person:
Submitting Department: Arts, Culture & Library District: Citywide
Department
Staff Recommendations:

Consent: No Regular: Yes Public Hearing: No Report/Discussion: No

Agenda Wording:

Consideration and action pertaining to the September 14, 2023 Library Advisory Commission meeting minutes.

Motion:

I move to approve the September 14, 2023 Library Advisory Commission meeting minutes.

Background:

N/A

Objective Analysis:

N/A

Policy Compliant:

N/A

Financial Impact:

N/A

Budget Impact:

N/A

FTE Impact:

N/A

ATTACHMENTS:

1. 091423 LAC Meeting Minutes DRAFT
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CITY OF SURPRISE
Library Advisory Commission Meeting
16089 N. Bullard Ave.
Surprise, Arizona 85374

Tuesday, September 14, 2023 @ 6:00 p.m.

Community Room

DRAFT Meeting Minutes

A. Call to Order

B. Roll Call

Chair Kady McCarthy, Vice-Chair Deborah Gentry, Commission members Jamie Baker, Jill Thomsen, Kevin Perry, Lillian Nieto, and William Shields.

Absent: None

Staff: Kathryn Smithyman – Arts, Culture & Library City Librarian, Tonya Stuempfl – Librarian, Nande Marin – Branch Manager and Karina Caraveo – Executive Management Assistant.

C. Pledge of Allegiance

D. Staff Reports

Ms. Smithyman reported on the following items:

- | | |
|--|---|
| • Library Sign-Up Month | • Special Collections Toy Kits |
| • Words on Wheels – Pilot Program | • DVD movie Binge Box Collections |
| • Headphones available for Library use | • Video Game Collections |
| • Curbside Pick-up | • Community Outreach w/Schools |
| • Creative Bug – online courses | • Hispanic Heritage Month Celebration |
| • Wi-Fi hotspots | • Quarterly Hiring Events w/Arizona@Work |
| | • Teens After Dark – Asante Library event |

E. Library Commission Agenda

CALL TO THE PUBLIC:

None

REGULAR AGENDA ITEMS – NON-PUBLIC HEARING:

1. Consideration and action pertaining to the August 8, 2023 Library Advisory Commission meeting minutes.

Chair McCarthy moved to approve the August 8, 2023 Library Advisory Commission meeting minutes. Commissioner Perry 2nd. 7 Yes votes. Motion carried.

2. Presentation and discussion pertaining to the Surprise Public Library System Mission and Vision Statements.

Ms. Smithyman made the presentation to the Commission.

- Commissioner Perry suggested including the following words on the mission statement: welcome, responsive, and services.
- Vice-Chair Gentry suggested including the following words: adapting, welcoming, responsive, and equal accessibility on the mission statement.
- Vice-Chair Gentry suggested breaking up the vision statement into three sentences, Commissioner Perry agreed and suggested adding bullet points.

After further discussion, the Commission agreed to have staff bring back an updated Mission and Vision Statement at a later meeting.

- F. Other Business and Future Agenda Items:

- Public Library Policies & Procedures
- Acquiring materials; books, e-books, etc.
- AI programming identification

- G. Current Events and Reports

ADJOURNMENT:

Motion to adjourn at 6:55 p.m. – Chair McCarthy made a motion to adjourn Commissioner Perry. 2nd. 7 Yes votes. Motion Carried.

	Kady McCarthy, Chair
ATTEST:	Karina Caraveo, Executive Management Assistant.

CERTIFICATION:

I, Kathryn Smithyman, City Librarian for the City of Surprise Arts, Culture & Library Department, Maricopa County, Arizona, do hereby verify that these are the true and correct minutes of the Library Commission meeting held on September 14, 2023.

	Kathryn Smithyman, City Librarian
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CITY OF SURPRISE
Library Advisory Commission

Council Meeting Date: October 12, 2023 Contact Person:
Submitting Department: Arts, Culture & Library District: Citywide
Department
Staff Recommendations:

Consent: No Regular: Yes Public Hearing: No Report/Discussion: No

Agenda Wording:

Presentation and discussion pertaining to current Library Policies.

Motion:

N/A

Background:

As a newly formed division within the Arts, Culture, and Library Department, it is of paramount importance to diligently and comprehensively establish a robust framework of policies and procedures that not only reflect but also wholeheartedly support the overarching mission of the library.

Objective Analysis:

By conscientiously developing these policies as a team, we aim to foster an environment that nurtures and enhances the library's core values, ensuring seamless operations, equitable access to knowledge and resources, and an enriching experience for all patrons.

Policy Compliant:

This item is consistent with City and Council policies.

Financial Impact:

There is no anticipated financial impact related to this item.

Budget Impact:

There is no anticipated budget impact related to this item.

FTE Impact:

There is no anticipated FTE impact related to this item.

ATTACHMENTS:

1. Library Policies
2. Code of Conduct Policy

3. Child and Youth Safety Policy
 4. Circulation Policy
 5. Collection Development Policy
 6. Homebound Delivery Service Policy (1)
 7. Library Display Policy
 8. Meeting and Study Room Reservation Policy
 9. Lost and Found Policy
-



Library Policies

CURRENT POLICIES

Re-evaluation after one year of operation

- Code of Conduct
- Child and Youth Safety
- Circulation
- Collection Development
- Homebound Delivery
- Library Displays
- Meeting & Study Rooms
- Lost and Found

CODE OF CONDUCT

Ensures a welcoming space for all

- No smoking, tobacco, drug, or alcohol permitted
- No selling or distribution of goods or services
- No weapons or firearms
- Considerate behavior to others
- No excessive personal property
- Supervision of children under age 10
- Library staff authorized to enforce

CHILD & YOUTH SAFETY

Provides a safe space for minors

- Supervision of children under age 10 by an adult (18+)
- All must adhere to Code of Conduct
- Library is not responsible for unattended children
- Children may not be left on the library property after operating hours

CIRCULATION

Provides provide barrier-free access to information to all patrons

- ID and proof of residency requirements
- Types of patron accounts:
 - Full, Student, Juvenile, Visitor, Computer
- Applications, renewals, and replacements
- Material types and borrowing limits
- Lost and late items (no late fees!)

COLLECTION DEVELOPMENT

Ensures a collection that is flexible, diverse, timely, accurate and responsive to the needs of its community, and to protect the collection from being, driven by events, individual enthusiasms and the acquisition of resources which may not support the library mission.

COLLECTION DEVELOPMENT

- Selection Criteria
- Local Authors
- Non-English materials
- Digital Resources
- Acquisitions
- Donations
- De-Selection
- Equity, Diversity & Inclusion
- Re-Evaluation Requests

HOMEBOUND DELIVERY

Outlines the eligibility, use, and expectations of the service

- Requirements
 - Current Surprise library card
 - Reside within city limits
 - Physically unable to visit a library
 - Ability to manage an online account

LIBRARY DISPLAYS

Promotes full and equal access to information through the creation of displays

- Community need and interest
- Availability of display space
- Historical, cultural, or educational significance
- Connection to other community or national programs, exhibitions, or events
- Relation to library collections, resources, exhibits, and programs
- Intellectual Freedom and Censorship
- Re-evaluation procedure

MEETING & STUDY ROOMS

Governs the use of the library meeting rooms

- All participants must adhere to Code of Conduct
- Scheduled on a first-come first served basis
- May be scheduled up to 90 days in advance
- All events held in the rooms must be free of charge
- Users shall not distribute literature outside of the room

LOST & FOUND

Designed to ensure that lost property is held sagely and reunited with the owner

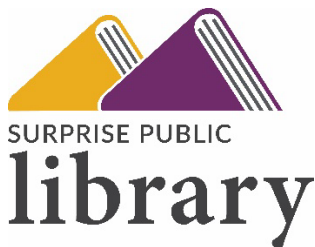
- Items dated and stored for 30 days
- Reasonable attempts made to contact owner
- Unclaimed items become property of the City of Surprise
- Perishable items will be disposed of immediately



SURPRISE
ARIZONA

QUESTIONS OR COMMENTS?

Thank You



CODE OF CONDUCT

PURPOSE: The Code of Conduct Policy is designed to protect library property and ensure a safe and secure environment for all users. Our patrons are an invaluable part of the community and should be able to enjoy the library facilities free from disruptive behavior, harassment, intimidation, and threats to health, safety and well-being; as such, all customers are required to behave in a manner consistent with this Code of Conduct.

POLICY ISSUE DATE: 06/29/2023

POLICY AMENDED DATE: 06/29/2023

ARTS, CULTURE + LIBRARY DIRECTOR APPROVAL: **APPROVAL DATE:** 06/29/2023

The City of Surprise wishes to foster a climate of respect, comfort and welcome within library facilities for all library customers and staff. Surprise Public Library is dedicated to facilitating learning, cultural enrichment, and the acquisition of knowledge.

- A.** A responsible adult (age eighteen or older) must supervise any child under ten years of age while the child is in any section of the library and assist them in exhibiting appropriate conduct. Staff are not responsible for the supervision of any customers at the library unless specified.
- B.** Individuals should limit the amount of personal property brought into the library. Personal items (purses, backpacks, briefcases, bags) in total should not occupy more than a reasonable amount of individual personal space, such as will fit safely under the table of chair that is occupied. Personal items are not to be left unattended.
- C.** Leave bicycles, scooters and gasoline-powered vehicles outside in designated areas. Carry or keep under a table or out of aisles all skateboards, roller blades and other personal transportation items. Use of these items is prohibited within the library facility.
- D.** Smoking or other uses of tobacco or tobacco products, including electronic cigarettes, is not allowed.
- E.** Non-alcoholic beverages may be consumed in the library if they are in closed containers. Alcoholic beverages are prohibited in the library.
- F.** Selling, soliciting, posting or distributing any goods or services for money or other consideration is not allowed. Customers also cannot solicit for petitions or donations, or distribute flyers in a library facility.
- G.** No animals, except service animals or animals being used as part of a library-sponsored program, are allowed in the library. A service animal is trained to do work or perform tasks for a person with a disability; they are not required to wear special vests or have documentation but must be licensed.

H. The possession or use of alcohol or illegal drugs is prohibited. Being under the influence of alcohol or illegal drugs while in a library facility is also not permitted.

I. Weapons are prohibited in a library facility, except for firearms by law enforcement officers. Weapons include: (1) deadly weapons (anything designed for lethal use, including a firearm); (2) impact weapons (examples: batons, clubs, and baseball bats); and (3) knives with blades longer than three inches. Storage is provided for deadly weapons pursuant to A.R.S. § 13-3102.01.

J. All individuals should be considerate and respectful of all library users and staff and behave in a manner that does not disturb others. Behavior which can be expected to disturb library customers or staff is not tolerated. Examples of such prohibited behaviors include, but are not limited to:

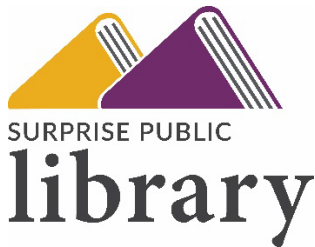
1. Disorderly conduct.
2. Verbal or physical fighting.
3. Loud or abusive language or noise.
4. Tablets, cell phones, computers or other electronic equipment used in a manner which disturbs other customers.
5. Sleeping in the library.
6. Being in the library without shoes or shirt.
7. Damaging or stealing library property; anti-theft devices are used to protect the library's collection.
8. Personal hygiene so offensive as to constitute a nuisance to other persons.
9. Sexual misconduct or activity, including inappropriate or excessive public displays of affection.
10. Loitering or bathing in restrooms.
11. Harassment, intimidation, threats, or assault by word or act. Acts of bullying based on race, color, religion, sex, national origin, age, disability, genetic information, sexual orientation or gender identity will not be tolerated.

The above list is a partial list of unacceptable behaviors and is not all-inclusive. Should instances of unacceptable behaviors arise that are not outlined above, the Library may still initiate corrective action.

K. All customers must follow the library policies, including the Internet Use Policy, and all laws while in the library.

Library staff are authorized to ask customers to leave the library facilities for any violation of this Code of Conduct. Police may be called if the actions of a customer are illegal or if the customer refuses to leave a facility after being asked to do so. Persons entering or refusing to leave the building after being evicted may be charge with trespassing. Violations can result in the suspension of library privileges for up to one year, including the loss of borrowing privileges and access to library buildings.

When a violation is severe or repeated, or a customer is suspended more than twice for a violation of this Code of Conduct, this may result in permanent expulsion from all library facilities and revocation of library privileges. Appeals of any suspensions, revocations, or expulsions may be made to the Arts, Culture + Library Director, whose decision is final.



CHILD & YOUTH SAFETY POLICY

PURPOSE: The Child and Youth Safety Policy is established for the protection and well being of children who visit the library. This policy establishes guidelines to ensure the libraries are a safe and welcoming environment for all ages.

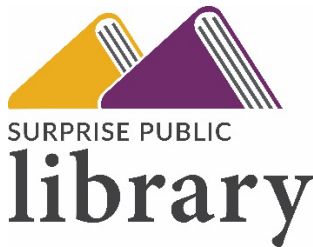
POLICY ISSUE DATE: 06/29/2023

POLICY AMENDED DATE: 06/29/2023

ARTS, CULTURE + LIBRARY DIRECTOR APPROVAL: **APPROVAL DATE:** 06/29/2023

Surprise Public Library System is dedicated to providing a safe and welcoming environment that encourages children to visit the library, use the collections and services, and attend programs. Surprise Public Libraries are not licensed childcare facilities under A.R.S. 36-881 et. seq. Please note the following guidelines:

- The library requires all visitors, including children and teens, to comply with our Library Code of Conduct Policy.
- Library staff are available to assist and support children with their use of library resources.
- Parents, guardians, and/or the responsible caregiver are responsible for children in their care.
- Children less than ten years of age must be accompanied by a responsible adult (18 years or older) when visiting the library. These individuals must remain in the building while their children attend library programs or participate in other library activities.
- Disruptive children, attended or unattended, may be asked to leave.
- Parents, guardians, and/or caregivers are responsible for noting scheduled library closing times and should be aware that a library facility sometimes may have to close unexpectedly due to emergencies or safety issues.
- The library is not responsible if children leave the library unattended. It is the responsibility of parents, guardians, and/or caregivers to let their children know what they should do if they must leave the library.
- Children are not to remain at the library after closing. If a child 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 or is not picked up within 15 minutes after closing, library staff will call law enforcement.



CIRCULATION POLICY

PURPOSE: The goal of the Surprise Public Library System (SPLS) is to provide barrier free and fair access to information and library services to the Surprise Community.

POLICY ISSUE DATE: 06/29/2023

POLICY AMENDED DATE: 06/29/2023

ARTS, CULTURE + LIBRARY DIRECTOR APPROVAL: **APPROVAL DATE:** 06/29/2023

Eligibility Requirements

When applying for an SPLS library card, an applicant will need to show proof that they live, work, or attend school in Maricopa County. The following forms of identification and proof of residency are acceptable to apply for a card:

Photo Identification:

- Current driver's license
- Current photo learner's permit
- Current non-driver's identification
- Current college or university photo ID card
- State or Tribal issued identification
- Current employee photo ID card
- Current Armed Services ID card
- US Passport or Passport card
- Any government issued photo ID

Proof of Residency:

- Driver's license with current Maricopa County address
- Arizona motor vehicle registration
- Current rent bill or lease agreement/student housing receipt
- Tax bill or receipt*
- Statement from a homeless shelter or group home*
- Bank statement*
- Cable, phone, or utility bill*
- Any piece of mail delivered by the US Post Office*
- Local college or university enrollment

*Note: Current within 30 days

Student Borrowers

Students who are in the seventh to twelfth grade are required to present school identification to obtain an application for a Student Library Card.

A parent or guardian does not need to be present for a student to be issued a student card. Borrowing will be limited to five physical items. Unlimited access to the public computers will be provided. This can be updated and changed for full borrowing privileges at any time by the parent or guardian.

A parent or guardian may obtain access to information about overdue materials only, upon presentation of the student's library card barcode number, printed overdue notice, or personal identification that confirms that the adult is the student's parent/guardian.

Juvenile Borrowers

Applies to Juveniles ages 0 through 17.

Parents/guardians are responsible for account creation (except when issuing a student library card), and fees due to lost or damaged items. Materials limited to regular collection only.

Non-Resident (Visitor) Borrowers

Visitors from out-of-state, out of the county, or abroad are welcome to use the library's resources on-site. Non-residents may be issued a daily visitor's pass to access the public library computers and online resources.

Library Card Application

Eligible borrowers will receive a free library card by registering in person, over the phone or online. Phone or online registration will be pending until proof of residency is provided to library staff. Physical cards must be picked up by the patron or designated party from the home branch (Asante, Hollyhock, or Surprise Regional). To apply online visit <https://surprisepubliclibrary.gov>

Internet Access Card

Anyone who chooses not to apply for a library card can apply for an internet only card. This will grant Internet access from one of the on-site computers inside any of the three Surprise libraries.

Renewing Your Library Card

All library cards must be renewed one year from the registration date or previous renewal. This can be completed in person, over the phone, or online. If the residential address has changed, proof of residency at the new address must be verified in the same manner as initial card registration. Expired cards must be renewed before they can be used to borrow materials, access content from the library's online databases, or use library computers.

Linking Patron Records

Applicants for a library card are given the option to "link" their record to another patron.

- Linking records does not give a patron the ability to view online, request or borrow items on a card belonging to a patron to whom they are linked.
- Linking cards does allow the option to have the other person pick up holds requests.

Lost and Replacement Library Cards

Patrons should call the library to report their card lost or stolen as soon as possible. Any material (s) checked out on an unreported lost card is the responsibility of the card holder. Once the card is reported lost or stolen, staff will block the card. Patrons can receive a replacement card at no cost.

Password

A password will be automatically assigned with issuance of a library card. The patron may change their password online at any time. The password is required to check out materials using the self-checkout machines, when requesting items online, when using the public computers or when accessing databases from outside the library.

Borrowing Materials/Loan Limits

A cardholder may check out up to 50 items at a time. Five items from the express collection (books, DVDs, and Blu-rays) may be checked out at one time. A maximum of 30 items may be reserved at one time.

Material Type	Loan Period
Culture Passes	7 days
Express Items**	7 days
DVD's & Blu-rays	7 days
New Adult Books	14 days
TV shows	14 days
Interlibrary Loans	21 days
All other materials	21 days

**Holds cannot be placed on Express Items.

Item Return

All items may be returned to any of the three Surprise Libraries (Asante, Hollyhock, Regional) at the front desk, or the book returns. SPLS is not responsible for items that are left outside the book returns or returned to any other library system or district.

Item Renewal

Items are set to automatically renew if they have not been requested by another patron and have not exceeded the maximum number of renewals (five). Items can be renewed in person, over the phone, or online.

Damaged Items

SPLS reserves the right to assess damage and determine the need to withdraw items from circulation. The responsible patron may be charged the replacement cost or has the option to work with the library to provide a comparable replacement item.

Lost Items

The responsible patron may be charged the replacement cost or has the option to work with the library to provide a comparable replacement item.

Late Items

All library items must be returned on or before the due date. Initial due dates are listed on receipts received at check out or via email. Overdue items do not accrue late fees. Items are considered lost after 30 days if not returned or renewed. A replacement cost will be charged to the patron account for all items after 30 days.

Borrowing privileges for physical items are suspended for users who accrue \$50.00 or more in replacement fees. The card may be reinstated after the fees have been cleared. Fees will be removed from the patron's account if the items are returned before an additional 30-day grace period. On the 61st day, if accumulated unpaid fees remain on the patrons account, a block will be placed on the account. The borrower will lose all borrowing privileges, including access to the internet, until the balance is below \$10.00.

Interlibrary Loan Service (ILL)

Interlibrary loan service is available for patrons in good standing to request a book, or article from outside the library system if it is not available through SPLS.

SPLS does not guarantee that an item can be obtained through interlibrary loan services, nor is it guaranteed to arrive in any specific time period.

ILL Item Eligibility (ILL)

- Not already owned by Surprise Public Library
- The original work cannot have been published within the last 12 months
- Media items (CDs / DVDs / Blu-ray/audio books) and non-print items are not eligible for ILL.

Active Requests (ILL)

- An item is considered "active" until the material is received and returned to the lending library.
- Adult accounts can have up to ten active requests for ILL materials.
- Juvenile and Student accounts can have up to three active requests for ILL materials.

Checkout and Renewal (ILL)

ILL can be checked out for a 21-day period. There is no automatic renewal of ILL items. If a patron wants the item for more than 21 days, the patron may request to extend the loan, however it is at the discretion of the lending library if the item is renewed longer. ILL items are held for seven days. If not picked up, items will be returned to the lending library. Repeated failure to pick up ILL requested items may result in loss of ILL privileges at the library's discretion.

Duplicate Requests (ILL)

Patrons may only have one active request per title at a time. Once the item has been returned to the library, a new request can be placed for the same title. This does not guarantee that the same library or item will fulfill the request.

Fines and Fees (ILL)

Patrons, or their parent/guardian, are responsible for any fines and fees billed or invoiced by the lending library for any late, damaged or lost items. This may include late fees charged by the lending library.

FEE SCHEDULE:

Chromebook	\$417.72
Chromebook Charger	\$48.82
Hot Spot	\$107.41
Hot Spot Charger	\$13.02
Damaged or Lost Items	Price varies, dependent on replacement cost
Interlibrary Loans (ILL)	Dependent upon lending library
Printing	1 st 20 black and white prints are FREE each month 10 cents per page for black & white 25 cents per page for color

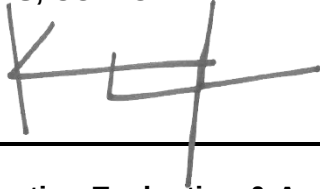
COLLECTION DEVELOPMENT

PURPOSE: The Collection Development Policy is designed to ensure a collection that is flexible, diverse, timely, accurate and responsive to the needs of its community, and to protect the collection from being driven by events, individual enthusiasms and the acquisition of resources which may not support the mission of the library.

POLICY ISSUE DATE: 06/29/2023

POLICY AMENDED DATE: 07/06/2023

ARTS, CULTURE + LIBRARY DIRECTOR APPROVAL: **APPROVAL DATE:** 07/06/2023



Collection Evaluation & Assessment

The Surprise Public Library will conduct regular analyses to ensure that the collection remains up to date and reflective of the needs and interests of the community.

Selection Responsibility

The responsibility of administering and maintaining the library collection lies with professionally trained library staff. The acquisition of library materials, including, but not limited to, books, electronic resources, and audiovisual materials, is the responsibility of the Library Collection Development librarians. However, patrons are welcome and encouraged to recommend items for the collection.

Patron suggestions are given consideration but are subject to the same criteria in the selection portion of this policy. Patrons may check back with library staff or check the library catalog periodically to see if the requested item has been added to the collection.

Selection Criteria

Librarians select popular fiction and nonfiction materials based on a number of factors, including budget, space constraints, reviews, and demand.

- Criteria includes (but is not limited to) the following:
- Relevance to the experience and contributions of diverse populations
- Favorable reviews from various professional sources
- Accuracy and timeliness of data
- Price, budget and availability for purchase
- Relevance to the interests and needs of the community
- Award-winning or award-nominated material
- Duplication of content and current holdings
- Balance of viewpoints
- Classic works
- Technical characteristics, e.g., quality of paper, typography, binding, margins

Local Authors

Books by local authors or about Arizona may be donated to the Library and included in the local authors collection. Local authors must either be residents or former residents of Arizona. Local author submissions are subject to the same criteria as the general collection, meaning titles can be reconsidered, withdrawn or de-selected. Local authors may donate one copy of their book for potential inclusion in the library's section allocated to the work of community authors. Submitted titles become property of the City of Surprise and cannot be returned.

Non-English Language Materials

Collection development staff will provide materials reflective of non-English speakers in the Surprise service area.

Digital Resources and Formats

Digital resources fall into two categories: owned material and accessed material.

Owned material is purchased by library staff and, as such, will fall under the general guidelines for purchasing/selection.

Accessed materials are databases and subscribed collections. Accessible digital resources are curated by third-party sources and, as such, the library does not control the content. Digital learning sources are evaluated on a yearly basis to determine relevance to the collection.

Acquisitions

Library staff acquire materials through a variety of contracted vendors. Library vendors provide cataloging and processing services, therefore, materials outside of contracted vendors generally will not be purchased.

Donations

Surprise Public Library does not accept book donations. We will direct and suggest that all donations be given to the Friends of the Library which supports both the library and the community it serves.

De-Selection

As the City of Surprise continues to grow and expand, so does the library collection. As library branches have limited space and materials become outdated and damaged over time, it is necessary to remove materials from circulation.

In general, materials may be removed for the following reasons:

- Lack of use
- Damaged beyond repair
- Outdated
- Grubby, moldy, or in otherwise poor physical condition
- Recalled by the publisher

Data analysis informs decisions for removal. All items removed from the Collection will either be given to the Friends of the Library or surplusd out, per City requirements and regulations.

Equity, Diversity and Inclusion

SPLS respects and values diverse authors and materials and has an obligation to provide materials for all members of the community. Library professionals have an ethical and professional responsibility to

be fair and just in defending a user's right to read, view, and listen to diverse content protected by the First Amendment. The goal of the library is to provide access to materials and information that provide all points of view and that meets the needs of all community members regardless of origin, age, background, or views.

SPLS strongly supports the right of all parents and guardians to decide which materials are appropriate for the child in their care to view, listen to, or read. The responsibility of monitoring the use of library materials and library cards by children belongs to their parent or guardian. The library is not responsible for what minors may choose to listen to, view, or read.

Re-evaluation of Library Materials

The usage and enjoyment of library materials by users is a matter of individual choice. Responsibility for monitoring the usage of materials by children and adolescents rests with their parents and/ or legal guardians. The Surprise Public Library supports and endorses the American Library Association's Freedom to Read statement. While a person may reject materials for themselves and for their children, they cannot exercise censorship to restrict access to the materials by others.

While one is free to select or to reject materials for oneself, one cannot restrict the freedom of others to read, view, or inquire. Some library materials may be controversial and any given item may offend some person. Selections for the library will not, however, be made on the basis of anticipated approval or disapproval, but solely on the merits of the materials in relation to the building of the collection and to serving the interests of the customer. Responsibility for materials chosen and borrowed by children and adolescents rests with their parents or legal guardians. Selection decisions are not influenced by the possibility that materials may be accessible to minors. Materials are not labeled to show approval or disapproval or to indicate certain philosophies.

Re-evaluation Guidelines

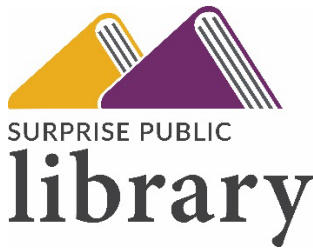
In filing a formal request, patrons should be aware that these requests are a part of public record and may be requested by any entities under the Freedom of Information Act.

Any individual who wishes to file a formal request for reevaluation must be a member of the Surprise Public Library System and a resident of the City of Surprise. A formal request for reconsideration submitted by a group will not be considered. Each request must be done by an individual only. Anonymous written complaints will not be considered formal requests for reevaluation and will not be acknowledged. Strictly verbal complaints about library materials are also not considered formal requests for reevaluation.

Patrons are restricted to three requests for reevaluation within a twelve-month period, due to the length of time needed to assess the requests.

Re-evaluation Procedure

A customer requesting reconsideration of a title in the library will be asked to first read the American Library Association's Library Bill of Rights, Freedom to Read Statement, Freedom to View Statement and Collection Development Policy. To proceed with a formal review, a patron may contact the Arts, Culture + Library Director for the application. When the Director receives the completed form, the Evaluation Committee will be notified; the Committee is comprised of two Librarians and two Library Advisory Commissioners. A special meeting will be held to discuss the re-evaluation application and associated documents, research and findings. In an event of a tie, the City Librarian will make the final decision. The customer will receive a response in writing within 60 days of receipt of the completed form.



HOMEBOUND DELIVERY SERVICE POLICY

PURPOSE: The Homebound Delivery Service Policy allows the Surprise Public Library System to meet patrons in the community; the service allows individuals who are homebound to utilize library services.

POLICY ISSUE DATE: 08/16/2023

POLICY AMENDED DATE:

ARTS, CULTURE + LIBRARY DIRECTOR APPROVAL: **APPROVAL DATE:** 08/16/2023

Pilot Program: The program detailed below is intended to be a pilot program. Bi-weekly deliveries will be made each month with households allowed one delivery each month (4 weeks between dropoff and pickup). After six months of service, the Arts, Culture + Library Department will review the successes and opportunities of the program and adjust the policy accordingly.

Surprise Public Library System (SPLS)'s direct-delivery outreach service meets the changing need of the community and serves people where they live, learn, work and play. Words on Wheels is a free library materials delivery service to SPLS residents of all ages who are unable to visit a library because of temporary or long-term illness, injury, impairment, medical condition or disability.

This service is offered to all residents within Surprise city limits. The overall objective of the service is to promote equity of service provision by enhancing the opportunity of access to library services. Homebound delivery provides flexible library service and should be considered as an integral part of essential library services.

Words on Wheels offers critical access to books and resources that provide library services to people who are homebound, for seniors, or for persons with a disability. Words on Wheels not only extends the reach of the Library but also creates a platform to communicate and strengthen access to City services.

To be eligible for direct-delivery, patrons must:

- Have an active Surprise Public Library card
- Live within Surprise city limits
- Be unable to visit a library on their own because of temporary or long-term illness, injury, impairment, medical condition or disability
- Be able to manage your online account, search and select items, place holds, etc.
- Read and sign the Service Patron Agreement

To apply, fill out and submit the form below. A staff member will contact you to confirm the details.

Independent medical certification of homebound status is not required.

Guidelines:

1. Every four weeks, the Library will deliver materials to the patron's home. Materials are selected based on patron input. Included with every delivery is an interest form. The Library is not able to fill requests for Interlibrary Loan materials or special collections. Patrons may select specific items through the Library catalog by placing holds online or by calling 623-222-2900.
2. Materials must be ready for pick-up on the day indicated on the yellow "Words on Wheels" card attached to your materials. On the morning of your delivery date, materials need to be returned to the provided bag and ready for pick-up at the designated location.
3. All materials delivered must be returned by the next delivery date. Patrons may call or email the Library prior to scheduled pick-up to inquire about renewing materials.
4. If the materials are not returned after two consecutive deliveries, patrons may be suspended from further delivery of any materials until all outstanding materials are picked up.
5. Patrons are responsible for replacing or paying for any materials lost or damaged while enrolled in this program. The Library reserves the right to suspend borrowing privileges when patrons' materials are overdue or lost. Once accounts have been brought current, service may be resumed.

Starting Homebound Services:

To initiate service, an individual must complete an Application for Words on Wheels.

Homebound Borrowing Policies:

- SPLS provides a wide variety of library materials, including books, DVDs, music, audiobooks, and Large Print. Materials are limited to regular collection only.
- A homebound patron may borrow up to five items at a time.
- Fees will be charged for lost or damaged library material consistent with Library guidelines.
- The Library reserves the right to restrict titles and formats requested for homebound service based on their availability.
- Patrons must follow all policies outlined in the Circulation Policy.



LIBRARY DISPLAY POLICY

PURPOSE: The Library Display Policy is designed to promote full and equal access to information, encouraging the love of reading, enabling life-long learning, and empowering creativity through the creation and showcasing of displays through the libraries.

POLICY ISSUE DATE: 09/21/2023

POLICY AMENDED DATE: N/A

ARTS, CULTURE + LIBRARY DIRECTOR APPROVAL: **APPROVAL DATE:** 09/21/2023

Surprise Public Libraries have designated a variety of spaces to accommodate exhibits and displays; including bulletin boards, display cabinets and exhibit cases, display tables, “art walls” and other areas for flyers, handouts, or displays. Exhibits and displays are restricted to the areas designated by the library.

As part of the library’s mission to provide materials, resources, information, entertainment and life-long learning opportunities, library staff organize exhibitions in libraries. These displays are intended to draw interest to collections, key events and programs; appeal to the diverse interests of the community served; and reflect current interests, values, trends, and cultures of the Surprise community.

Principles and Criteria

The final responsibility for the display of library materials is held by the Arts, Culture + Library Director, but day-to-day responsibility is shared by professional and paraprofessional employees throughout the system. Library staff uses the following criteria in making decisions about display topics, materials, and accompanying resources:

- Community needs and interest
- Availability of display space
- Historical, cultural, or educational significance
- Connection to other community or national programs, exhibitions, or events
- Relation to library collections, resources, exhibits, and programs

In addition, the library draws upon other community resources in developing displays and exhibits, and may partner with other community agencies, organizations, educational institutions, or individuals to develop and present co-sponsored displays and exhibits.

The library will strive to include a wide spectrum of opinions and viewpoints in library-initiated displays and exhibits, as well as offer displays and exhibits that appeal to a range of ages, interests, and information needs. Library-initiated displays and exhibits should not exclude topics, books, media, and other resources solely because they may be considered to be controversial. Acceptance of a display or exhibit topic by the library does not constitute an endorsement by the Surprise Public Library System or the City of Surprise of the content of the display or exhibit, or of the views expressed in materials on display.

Intellectual Freedom and Censorship

The library preserves the right of citizens to obtain information on all sides of potentially controversial issues so that each individual can decide for themselves the value of opposing ideas. In representing various sides of a question, the library thus provides citizens with reliable sources of information on which to base intelligent decisions in their daily lives.

The library has a responsibility to protect the rights of all patrons; displays which may be considered frank or offensive to some are permitted if they adhere to the Library's Display Policy and contribute to the furtherance of its mission.

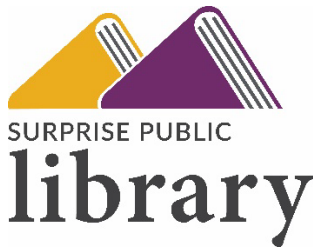
Only parents and legal guardians have the right and responsibility to restrict the access of their children to library resources. The display of materials is not inhibited by the possibility that particular works may inadvertently be seen by or come into the possession of children and young adults.

Labels will be provided only as viewpoint-neutral directional aids to facilitate access by making it easier for users to locate materials. The materials are displayed on open shelves and are equally accessible to all users, who may choose to consult or ignore the directional aids at their own discretion.

The American Library Association's Library Bill of Rights, Freedom to Read, and Freedom to View statements are basic to the above policy.

Re-evaluation Procedure

A customer requesting reconsideration of a display in the library will be asked to first read the American Library Association's Library Bill of Rights, Freedom to Read Statement, Freedom to View Statement and Collection Development Policy. To proceed with a formal review, a customer may contact the Arts, Culture + Library Director for the form. When the Director receives the completed form, the title and the respective reviews will be examined. The customer will receive a response in writing within four weeks of receipt of the completed form. If an appeal is made, an Evaluation Committee will be formed comprised of two Librarians and two Library Advisory Commissioners. In an event of a tie, the City Librarian will make the final decision.



MEETING & STUDY ROOM RESERVATION

PURPOSE: The Meeting and Study Room Reservation Policy establishes rules and procedures for the use of the library's meeting rooms. Library staff are responsible for implementing and enforcing this policy.

POLICY ISSUE DATE: 06/29/2023

POLICY AMENDED DATE: 06/29/2023

ARTS, CULTURE + LIBRARY DIRECTOR APPROVAL: **APPROVAL DATE:** 06/29/2023

Meeting rooms at Surprise Public Library are designed to meet general, non-commercial, informational, educational, cultural, and civic needs. Use of the library's meeting rooms does not constitute Library or City of Surprise endorsement of viewpoints expressed by participants in the program. Advertisements or announcements implying such endorsement are not permitted. There is no charge for meeting room use. When the meeting rooms are not scheduled for library-hosted events or events governed by contract with the library, they may be used by the public within the parameters set by this policy.

The restrictions of this policy regarding application and scheduling do not apply to library-sponsored events. The regulations in this policy apply to all meeting rooms unless otherwise specified. Any person, group or organization may use the meeting rooms for cultural, educational and informational purposes pursuant to the requirements of this policy.

Meeting Room Guidelines

- All users and/ or participants of events hosted in the meeting rooms are required to follow the Code of Conduct Policy at all times.
- Meeting rooms shall be scheduled on a first-come-first-served basis, with library programs or events having first priority.
- Library staff may ask users to reschedule meetings in the event the City or library needs to schedule a special meeting or other event.
- Meetings and events will not be scheduled more than 90 days in advance.
- To ensure equitable use of library facilities, users can make up to two reservations per month, per individual, group or organization. Both monthly reservations can be used on concurrent days.
- Meeting rooms are available during regular library hours only.
- All events must be free of charge. Commercial uses of meeting rooms are prohibited; this includes solicitations, admission or other charges.
- All events are to be open to the public unless designated as a private event. All private events must be approved by the City Librarian.
- Reservations must include set up and break down time as users are not permitted into the meeting room prior to or after their approved time. Library staff are not responsible for setting up the room and the room should be returned to its original state by the end of the reservation.

- Reservations must end 15 minutes before the library closes. All attendees or participants must exit the building at closing time.
- Users shall not distribute personal or group literature, brochures and other materials to patrons outside of the meeting rooms. Users shall not leave printed materials on Library property without prior approval of the Branch Manager.
- Rooms must be left in the same condition as found at the beginning of the meeting. Trash must be placed in receptacles provided and tables and chairs left in the arrangement found at the beginning of the meeting. Organizations or the individual named on the meeting room reservation form will be liable for any damages to library property.
- Non-alcoholic beverages and food may be served in public meeting rooms provided the serving of refreshments does not interfere with library operations. Food and beverages are not provided by the library.

Study Room Guidelines

Surprise Public Library offers study rooms for use by the public at Asante Library only.

- Users will be limited to one reservation per day in two-hour increments. The reservation may be extended if the room is available.
- Reservations can be made up to 14 days in advance.
- Individuals or groups more than 15 minutes late for their reserved time may lose their reservation.
- A reserved study room that is left unoccupied for an extended period of time may be considered abandoned and made available to others as needed. Personal belongings left in an unoccupied room will be held in the library lost and found.
- Users are expected to follow the room occupancy limits.
- Reserved rooms are not transferrable to other library users.



SURPRISE PUBLIC

library

LOST & FOUND

PURPOSE: The Lost and Found Policy ensures that lost property is held safely and reunited with the owner wherever possible and when not possible, the property is disposed of in a fair manner.

POLICY ISSUE DATE: 06/29/2023

POLICY AMENDED DATE: 06/29/2023

ARTS, CULTURE + LIBRARY DIRECTOR APPROVAL: **APPROVAL DATE:** 06/29/2023

Surprise Public Library is not responsible for the security of personal items brought into any library facility. The library is not responsible for theft or damage to vehicles, bicycles or personal property while on the premises. Unclaimed items are managed in accordance with the following guidelines:

- Lost and Found items will be dated and stored for a period of thirty (30) days. Reasonable attempts will be made to contact the owners (to the extent ownership is known) to reclaim their lost items. Items not claimed within thirty (30) days will become the property of the City of Surprise.
- Perishable items such as food, baby bottles, beverage containers and personal care items will be disposed of immediately.
- Certain types of property including identification documents, driver's licenses, credit cards, wallets, laptops and cell phones will be stored in a secure location.