CITY OF SURPRISE
Library Advisory Commission
16089 N Bullard Ave
Surprise, AZ 85374
Thursday, May 9, 2024 @ 6:00 PM

Surprise Regional 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 April 11, 2024 Library Advisory Commission meeting minutes.	Arts, Culture & Library Department
2.	Citywide	Presentation and discussion pertaining to the Surprise Public Library Volunteer Program.	Arts, Culture & Library Department
3.	Citywide	Presentation and discussion pertaining to the Surprise Public 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

KRISTI PASSARELLI, CITY CLERK

POSTED: Monday, May 6, 2024 @ 4:00 PM

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: May 9, 2024
Contact Person:
Submitting Department: Arts, Culture & Library Department
District: Citywide
Staff Recommendations:

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

Agenda Wording:
Consideration and action pertaining to the April 11, 2024 Library Advisory Commission meeting minutes.

Motion:
I move to approve the April 11, 2024 Library Advisory Commission meeting minutes.

Background:
Not applicable

Objective Analysis:
Not applicable

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. 041124 LAC Meeting Minutes DRAFT

CITY OF SURPRISE
Library Advisory Commission
16755 W Vereda Solana Dr
Surprise, Arizona 85387

Thursday, April 11, 2024 @ 6:00 p.m.

Asante Library

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: Kelsey Lamphier – Arts, Culture & Library Director and Heather Donaldson – Management Analyst Senior.

C. Pledge of Allegiance

D. Staff Reports

Director Lamphier reported on the following items:

- It is National Library Week
- New library welcome brochures in Spanish and English have been created by our Marketing department and will be available at all three Surprise libraries
- The library ladybug science and ladybug release will be taking place at all three Surprise libraries (release ladybugs)
- The Star Party will be taking place at Asante Library on April 15, 2024 at 7:00 p.m.
- We just launched our seed library at Asante Library; we are partnering with Master Gardners out of UofA and City of Surprise Water Resource Management Department (xeriscape garden)

E. Library Commission Agenda

CALL TO THE PUBLIC:

None

REGULAR AGENDA ITEMS – NON PUBLIC HEARING:

1. Consideration and action pertaining to the March 14, 2024 Library Advisory Commission meeting minutes.

   Commissioner Shields moved to approve the March 14, 2024 Library Advisory Commission meeting minutes. Commissioner Perry 2nd. 7 Yes votes. Motion carried.

2. Presentation and discussion pertaining to the partnership between the Friends of the Surprise Libraries and the Surprise Public Library System

   City Council Member Cline discussed the partnershiop between the Friends of the Surprise Libraries (Friends) and the Surprise Public Library System with the Commision. She addressed the following topics:

   - Friends has been in existence since 2003.
   - Friends are located in the lobby of the Surprise Regional Library.
   - Friends has a bookstore and sells between 3,500 and 4,000 books a month.
   - Books cost $1.00.
   - Friends supply Dysart Unified School District with books for the GED program
   - Friends supply books for unhoused individuals.
   - Friends supports DUSD and Nadaburg teachers and all Surprise Charter schools and Ottawa University – 42 school councils (books, materials, etc.)
   - To date, $846,000 has been contributed to the Surprise community by the Friends.
   - Friends has a book sale every year where they make approximately $3,000 - $4,000 in a week.
   - Friends has two scholarship programs with Ottawa University.
   - Friends has 89 volunteers at this time (have had over 100 in the past).
   - Friends has a volunteer appreciation event.

3. Presentation and discussion pertaining to the Summer Reading Program.

   Tonya Stuempfl, Admin Librarian – Programming & Outreach, provided the Commission with a Summer Reading Program preview and discussed following items:

   - 2023 Summer Reading Program
     - 8-week planning period
     - Kick-off party
     - Closing party
     - 180+ programs/events
     - 21 take and make kits (2520 given to patrons)
     - 197 prizes
   - Summer Reading Program Historical Statistics
     - Surprise Regional Library
     - Asante Library
     - Hollyhock Library
   - 2023 Summer Reading Program Survey Results

- Summer Slide
  - Studies show that kids lose significant knowledge in reading and math over summer break
  - Studies show that children in 3rd to 5th grades lose, on average, approximately 20% of their school-year gains in reading and 27% of their school-year gains in math during summer break
- 2024 Summer Reading Program
  - June 1 – August 1, 2024
  - www.maricopacountyreads.org
  - Age Groups
    - Pre-Reader (0-4 years)
    - Kids (5-11 years)
    - Teens (12-17 years)
    - Adults (18+ years)
  - 67 participating libraries
- 2024 Summer Partners
  - City of Surprise
  - Local Businesses
- 2024 Summer Reading Program Participant's Goal
- 2024 Summer Reading Program Goals
- 2024 Summer Reading Program Incentives
- 2024 Summer Reading Program Performers

F. Other Business and Future Agenda Items:

None

G. Current Events and Reports

- Vice Chair Gentry attended the AZ Speaks event where they passed out a corresponding reading list to the subject matter presented.
- Commissioner Perry advised that WHAM is starting a literacy program which will start with poetry readings (starts in a few weeks).
- Commissioner Nieto will be resigning from the Library Advisory Commission, and this will be her last meeting (she has accepted a position with the City of Surprise).

ADJOURNMENT:

Motion to adjourn at 7:24 p.m. – Commissioner Perry made a motion to adjourn. Commissioner Baker 2nd. 7 Yes votes. Motion Carried.

	_____ Kady McCarthy, Chair
ATTEST:	_____ Heather Donaldson, Management Analyst Sr.

CERTIFICATION:

I, Kelsey Lamphier, Director 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 April 11, 2024

	_____ Kelsey Lamphier, Arts, Culture & Library Director

CITY OF SURPRISE
Library Advisory Commission

Council Meeting Date: May 9, 2024
Contact Person:
Submitting Department: Arts, Culture & Library Department
District: Citywide
Staff Recommendations:

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

Agenda Wording:
Presentation and discussion pertaining to the Surprise Public Library Volunteer Program.

Motion:
No motion

Background:
In the first year of library operations, the Surprise Public Library System has implemented a volunteer program at the Surprise Regional Library and Asante Library. With a long list of qualified applicants, these volunteers have been a tremendous asset to the library system by providing various support including administrative, technical, programming, and more.

Objective Analysis:
The Surprise Public Library System volunteer program is a mutually beneficial opportunity for both the libraries and the volunteer. The accomplishments of the volunteers are greatly appreciated and help resources to go further and supplement the services provided. The volunteers are able to make a direct contribution to their community and build transferrable skills and networks.

Policy Compliant:
This item is consistent with city and council policies.

Financial Impact:
This item does not have a financial impact at this time.

Budget Impact:
This item does not impact the budget at this time.

FTE Impact:
This item does not change the full-time equivalent count.

ATTACHMENTS:

1. 5.9.24 Volunteer Program

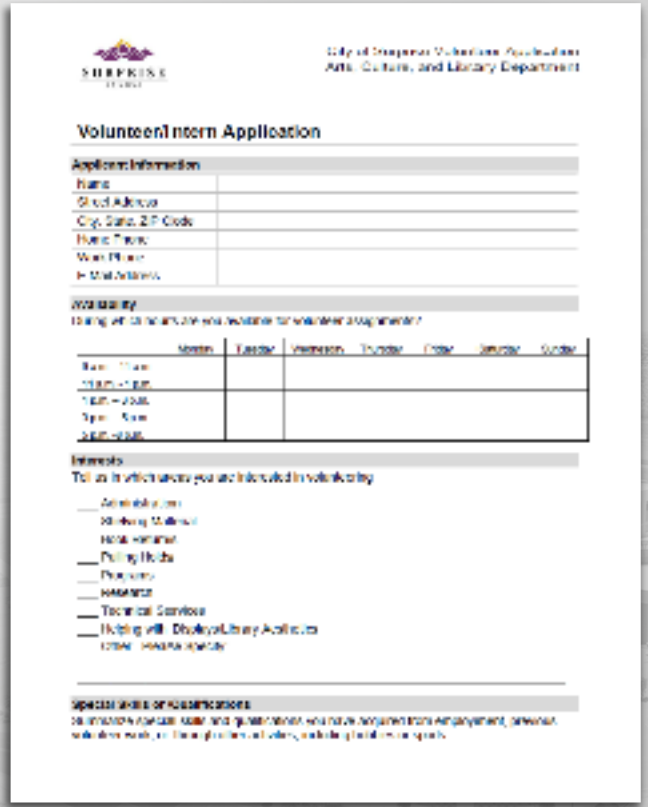
SURPRISE
ARIZONA

Surprise Public Library Volunteer Program

Library Advisory Commission | May 9, 2024

Application Process

1. Completed Application Submitted to Department
2. Review/ Interview
3. Background Application (Adults only)
4. On-Boarding



Volunteer/Intern Application

Asante Library

Number of Volunteers
Teen: 18 total- 8 volunteer year-round /10 are available in the summer only
Adult: 7 adult total/ 2 are seasonal (October-April only)

Asante Teen Advisory Board
- ± 10 Teens
- Integrated into Teen Programming (Teens After Dark)
- Provides Feedback on Programs; Suggestions for Teen Activities/ Resources

What types of projects do they work on?
Asante volunteers shelve books, organize, clean, help make crafts, assist the librarian with programs, and help at events.

Is there any cool/ noteworthy things they've helped us with?
Our volunteers love to help with displays and decorations in the library and will bring their family in to see what they helped with.

Surprise Regional Library

Number of Teen Volunteers 10-12 Volunteers

Teen Advisory Board: The Bookworms

- Comprised of Current Teen Volunteers; Open to Public
- Teens Can Network; Learn About Library; Offer Suggestions (Programs, Collection, etc.)
- Helped Plan Library Escape Room Program (Summer Reading Program – June 2024)

What types of projects do they work on?

- Shelver, Shelf-Reader, Cleaner, Sweeper, Program Assistant, Office Assistant
- Summer Reading Program – Will Add Two Additional Volunteers

Is there any cool/ noteworthy things they've helped us with?

They helped out a lot at the party for the end of the Mayor's Literacy Challenge. Some teen volunteers helped with setup and cleanup, with the activity tables, and I had one who walked around in a dinosaur costume the whole time, high-fiving kids and making them smile.

Surprise Regional Library

Number of Adult Volunteers: Currently 5 Volunteers; Bringing on 2-3 More

What types of projects do they work on?
Adult volunteers mostly focus on shelving which has been vital in getting our items back out on the shelf quicker. I have one volunteer who helps with story time support.

Direct Impacts

- Community Engagement
- Creates Opportunities to Receive Feedback

1,504.5 Hours (July 2023 – March 2024)

Monthly Average 188 Hours

$35.31 Average Hourly Wage (City of Surprise)

$53,123.90 Value

SURPRISE
ARIZONA

QUESTIONS OR COMMENTS?

Kelsey Lamphier, Director of Arts, Culture + Library

Kelsey.Lamphier@surpriseaz.gov | 623.222.1329

CITY OF SURPRISE
Library Advisory Commission

Council Meeting Date: May 9, 2024
Contact Person:
Submitting Department: Arts, Culture & Library Department
District: Citywide
Staff Recommendations:

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

Agenda Wording:
Presentation and discussion pertaining to the Surprise Public Library Policies.

Motion:
No motion

Background:
In July 2023, the City of Surprise officially began full operations of the Surprise Public Library System. Nine department policies were formed by staff and approved by the department director. The goal of these policies is to ensure safe, fair, and equitable library services to all patrons who choose to visit the libraries.

Objective Analysis:
A primary responsibility of the Library Advisory Commission is to ensure the library system aligns with the needs of the community. Review of the system policies helps to ensure the system is providing library services that are responsible and in good practice. All policies should be reviewed by staff and the Library Advisory Commission annually. Suggestions and recommendations will be taken into consideration by the department director.

Policy Compliant:
This item is consistent with city and council policies.

Financial Impact:
This item does not have a financial impact at this time.

Budget Impact:
This item does not impact the budget at this time.

FTE Impact:
This item does not change the full-time equivalent count.

ATTACHMENTS:

1. FY24 Library Policies

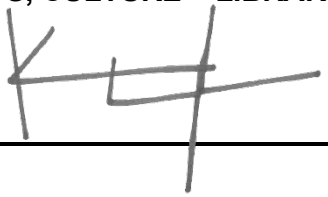
CHILD & YOUTH SAFETY POLICY

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:

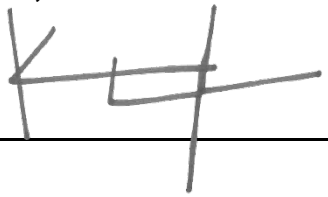
- The library requires all visitors, including children and teens, to comply with our Library Code of Conduct Policy.
- Library staff are available to assist and support children with their use of library resources.
- Parents, guardians, and/or the responsible caregiver are responsible for children in 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:** 4/3/2024

ARTS, CULTURE + LIBRARY DIRECTOR APPROVAL: **APPROVAL DATE:** 11/28/2023



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, Juvenile and Student accounts can have up to two 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	1st 20 prints are free each day 10 cents per page for black & white 25 cents per page for color

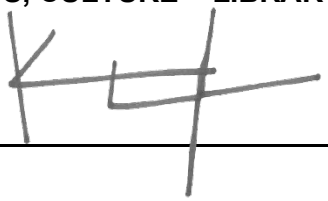
CODE OF CONDUCT

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.

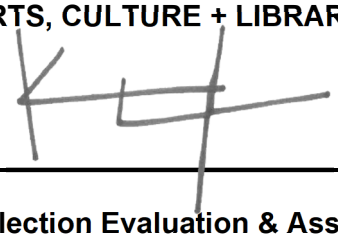
When a violation is severe or repeated, or a customer is suspended more than twice for a violation of this Code of Conduct, this may result in permanent expulsion from all library facilities and revocation of library privileges. Appeals of any suspensions, revocations, or expulsions may be made to the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

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 surplused 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. The library supports the American Library Association's Freedom to Read,

Freedom to View, and Library Bill of Rights intellectual statements. While persons may reject access to materials for themselves and for their children, they cannot restrict or regulate access to materials for others.

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.

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.

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 themself 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 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.

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.

INTERNET & COMPUTER USE

PURPOSE: The Surprise Public Library System is committed to providing free and equitable access to technology that supports an engaged and informed community. This policy is designed ensure equal access, patron privacy, and equipment maintenance.

POLICY ISSUE DATE: 06/30/2023

POLICY AMENDED DATE: 06/30/2023

ARTS, CULTURE + LIBRARY DIRECTOR APPROVAL:

APPROVAL DATE: 06/30/2023

Eligibility
The Surprise Library System provides limited access to the Internet and basic software applications on public computers accessed with a Surprise Library card or guest pass. Free wireless Wi-Fi is provided at all Surprise libraries for patron use on their personal laptops, tablets, and mobile devices.

Internet Use Policy
The Internet is an unregulated global information resource. The Surprise Public Library System cannot guarantee the accuracy and/or authenticity of information discovered through this resource and does not endorse any information found. There are no local, state, or federal laws that control the content on the Internet and the information on the Internet is not subject to traditional Library e-resource selection criteria. In addition, the library is not a full-service Internet provider. Some Internet services may not be provided through the library connections for financial, technological or security reasons.

Furthermore, the Library cannot guarantee the security of any personal information, including credit card information, shared via a library computer. Users access the library network, computers and software at their own risk.

Arizona law requires that public libraries filter content that is harmful for minors per Arizona Revised Statutes ARS §13-3501, § ARS 13-3502, § ARS 13-3506, § ARS 13-3507. However, no filtering system is completely effective and, occasionally, a user may come across information they may find offensive, disturbing, or illegal. The library is not responsible for what users may come across and assumes no liability for what library users choose to view or read. There may, in addition, be instances where websites users are trying to access are blocked. If a user believes that the website has been blocked incorrectly, they can submit a reconsideration request for that URL. This request will be forwarded to the appropriate parties who will handle the request as expeditiously as is possible.

Please note that library staff cannot unblock restricted URLs.

Prohibited Internet Use
The use of the library's public computers and wireless network is a privilege. By using the public computers and wireless, patrons agree that Library staff make the final determination in regards infractions of this police, including terminating a user's computer session and/or network access.

Prohibited behaviors include, but are not limited to, the following:

- Attempting to alter or damage computer equipment, software configurations, or files belonging to the library, other users, or external networks by "hacking."
- Attempting unauthorized entry to the library's network or external networks
- Intentional propagation of computer viruses
- Any violation of the Library's Code of Conduct
- Attempting to interfere with or disrupt other patrons' usage of the public computers
- Attempting to evade security measures
- Sending libelous, threatening, harassing and otherwise dangerous messages or material, for example: cyberbullying, SWATing and doxxing.
- Committing telecommunications fraud (A.R.S 13-3707)
- Using the computers for any violation of federal law. Some material on the Internet may be protected by federal copyright laws. Unauthorized reproduction or distribution of copyrighted materials is illegal, except as permitted by the principles of "fair use."

NOTE: Use of library equipment and Internet access to deliberately violate local, state, or federal laws is strictly prohibited. Responsibility for any copyright violations lies strictly with the user and the library system disclaims any liability or responsibility for any copyright infringement committed by a library user.

Computer Use
Each initial login is for two hours. Users can receive additional one-hour extensions if no one is waiting. The library may place limitations on length of time of computer use in order to allocate computer and internet access as equitably as possible.

SPLS will make every effort to reasonably accommodate a patron's special needs. Patrons who may require an accommodation to access the computer system to check in with a staff member to see whether the library can accommodate the need.

It is prohibited to run or install software that is not already available on the computer.

Confidentiality & Privacy
The Surprise Public Library System follows state and federal law regarding privacy of library users' records and information. Pursuant to Arizona law (A.R.S. §41-1354), SPLS shall not disclose any record or information which identifies a user of library services as requesting or obtaining specific materials or services or as otherwise using the Library.

Records may be disclosed only in the following circumstances:

- If necessary, for the reasonable operation of the Library, as determined by Library management
- On the written consent of the library user
- On receipt of a court order
- If required by law

Users should be aware of the possibility that data transmitted over the library networks may be targeted for unauthorized interception by untrustworthy or malicious third parties, and should avoid transmitting any confidential information, such as personal or financial information, unless they are certain that the destination site with which they are communicating provides its own security mechanism such as SSL encryption. An SSL encrypted web page is usually indicated by a small padlock symbol displayed in the browser window.

The library is not responsible for the disclosure, loss, misuse or inappropriate distribution of private information left on public computers as a result of the computer being unattended or failure to correctly logoff. Users are encouraged to use reasonable precautions to safeguard personal data, including logging out of any websites that require a password for access.

The library does not, as part of its regular practice, retain any data, including websites visited, passwords, credit card numbers, or any other information a customer has entered.

The library does not provide any personal or private information to any outside entities. Law enforcement must have a signed court order to obtain any library records in the process of an appropriately authorized investigation.

Minors
As with other library resources, it is the responsibility of parents or guardians to monitor and supervise their children's access to the Internet and its resources since all public computers are filtered in the same way, with no distinction being made between minor and adult. Library staff are not responsible for supervising or monitoring the use of public computers by children. Parents and children are encouraged to read Child Safety on the Information Highway to equip themselves to navigate the Internet safely.

Wireless Access
Free Wireless Internet is available for your laptop, PDA or other wireless device. Hot Spots to Go and Chromebooks To Go are also available to reserve at all Surprise Public Library System locations.

Users accessing the wireless network on their own computing devices should have personal firewall and updated antivirus protection software installed to protect their privacy and to provide for their own data security.

When using the wireless network, be aware that electrical outlets are limited so users are encouraged to bring their own power source if using the network for extended periods of time.

All users must agree with the terms and conditions before connecting to the network.

The user's laptop must be configured with virus protection using current virus definitions.

Wireless network users will not be able to use FTP (file transfer protocol), file share (e.g., BitTorrent), or outgoing SMTP (simple mail transfer protocol) on the wireless network.

The library is not responsible for any loss of data, or for theft or damage to personal equipment or software.

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.

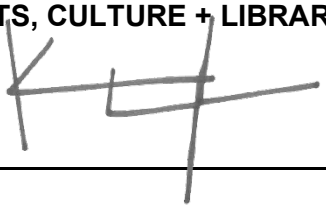
LOST & FOUND

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.

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.